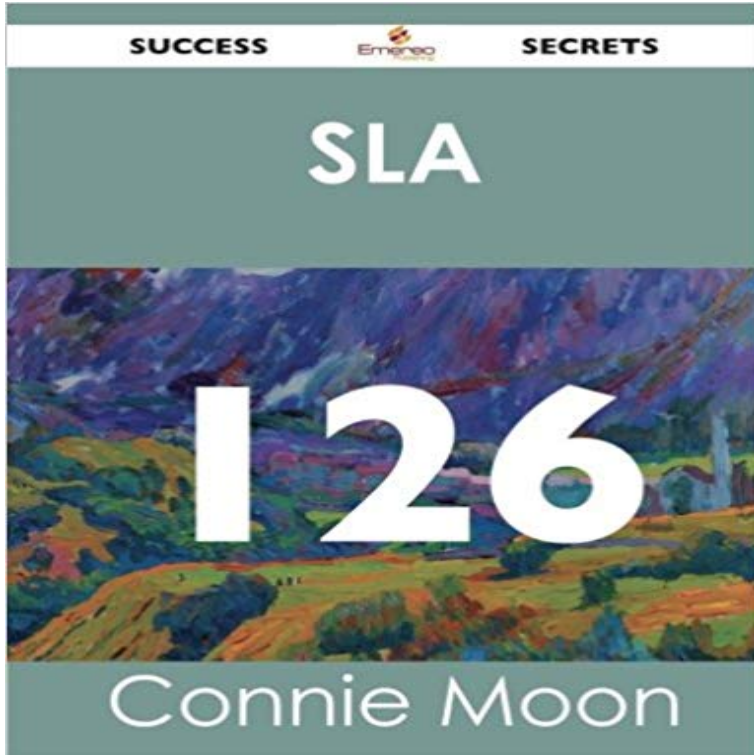


# SLA 126 Success Secrets - 126 Most Asked Questions On SLA - What You Need To Know



There has never been a SLA manual like this. SLA 126 Success Secrets is not about the ins and outs of SLA. Instead, it answers the top 126 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about SLA best practice and standards details. Instead it introduces everything you want to know to be successful with SLA. A quick look inside of the subjects covered: Project Management Office, The Software for Service Level Agreement Management, What Covers a Sample Service Level Agreement?, The Safety Management of ITIL, Planning the Project, Take the Initiative: Join the CompTIA Group Learning Technology, How to stay in business, What is Service Level Agreement?, South African Internet Connectivity and Service Level Agreement, IT Services Business Justification Process: Service Level Management, IT Services Process: Service Level Management Service Options, Project Management Shareware, Process: Service Catalog Management - Functional Specification, ITIL Security Management Increasing the Companys Level of Security, Implementing, Managing, and Maintaining Routing and Remote Access , Project Management Software, The growing importance of SLAs, Server-based or Customer-based - Samples of Service Level Agreement, Faculty Service Level Agreement in the Campus, Review Questions, Roles and Responsibilities of Process Owner for Service Level Management, Managing High Availability (Critical) Networks, Make things Easy the Service Level Agreement way, Example Job Advertisements for Help Desk Managers, Assets and Configurations, What Makes an Ideal Risk Management

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